

# The CP Connection

The Community Partner Newsletter

Issue 23

July Issue 2017



"Freedom is never voluntarily given by the oppressor; it must be demanded by the oppressed."

~Martin Luther King Jr.

## Looking into the Future with our new Pharmacy Data

I am proud to announce that on July 1, 2017, fifteen new MHLA Community Partners (CPs) joined Pharmacy Phase 2. With one more final cohort left to go, a majority of MHLA patients are now using our expanded pharmacy network.

One of the advantages of Pharmacy Phase 2 is the data we are now getting related to pharmaceutical utilization for MHLA patients. We are now able to see which medications are being dispensed and for what diseases. In time, this data can help us know how well we are responding to the disease morbidity of our patients and even allow us to do comprehensive medication management services.

Here are some interesting statistics from the first two cohorts of Pharmacy Phase 2 clinics for FY 2016-17 (this is just for Pharmacy Phase 2A and 2B clinics, representing 17 agencies and 31,008 patients, or about 20% of the total).

- ♦ 65% of patients using the retail pharmacy network are female, 35% male.
- ♦ The average age of patients using the pharmacy network is 47.
- ♦ The top therapeutic areas for which medications are being prescribed are: diabetes, cardiovas-

cular disease, anti-inflammatory/analgesics, gastrointestinal and dermatological issues.

- ♦ Generic and Over-the-Counter medications make up 74% of all prescriptions. 18% of medications are designated as 340B drugs.
- ♦ 340B pharmacies filled the majority of total prescriptions, at 73%. Dispensaries filled 26% of all prescriptions, while the remainder were provided by DHS Central Fill and or the retail pharmacy network (this number is expected to grow significantly in Phase 2C and 2D).
- ♦ 33% of pharmacy utilization falls into the therapeutic drug class for diabetes, hypertension, and lipid control. 7% of the MHLA patients received 3 medications for diabetes, hypertension and cholesterol (lipids). 10% of patients received a combination of at least 2 of these 3 medications.

More data to come as we add clinics to the Pharmacy network.

-Amy Luftig Viste  
Program Director,  
MHLA

### Inside this issue:

- ♦ New One-e-App screening and enrollment changes. See page 2 for more information.
- ♦ MHLA ID Cards update. More info is on page 2.

## New! One-e-App System Changes

MHLA has updated the One-e-App (OEA) screening system in several important ways. To explain these changes, we created new **"Tips Sheets"** to describe this new functionality and how they will affect your enrollers. The Tips Sheets are available on the MHLA website at [dhs.lacounty.gov/mhla](https://dhs.lacounty.gov/mhla). **What has changed?**

### Ended "Multiple Tab" Functionality in OEA

Enrollers may no longer have multiple sessions of OEA open in two different tabs at the same time. This **"Tips Sheet"** explains how to prevent data corruption by working two OEA applications simultaneously.

### Viewing "Inactive" Applications and Documents

OEA enrollers no longer have the ability to modify historical or inactive applications in the OEA system. The Tips Sheet explains how to view historical applications following these changes. It also explains a new "Pop-up Message" that will appear if an enroller searches for historical (old) applications.

### Designating a Certified Enrollment Counselor (CEC) Supervisor

The OEA User Application has been revised to indicate that OEA New User Applications must be signed by a person in your agency with an active OEA Certified Enrollment Counselor (CEC) Supervisor. The following text has been added to the OEA User Application:

*"IMPORTANT: An Enroller requesting a CEC User Account must list as their Supervisor someone at the clinic with an active CEC Supervisor account."*

If you have a previous version of the Application form, please discard it and use this new version for requests to add new User Accounts.

The new Tips Sheets and the revised One-e-App User Application form have been posted on the MHLA Website-[dhs.lacounty.gov/mhla](https://dhs.lacounty.gov/mhla) under "For DHS and Community Partners." **Username:** mhlacpp, **Password:** Lacounty1.

### **The CP Connection**

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## MHLA Identification Card Reminder

MHLA Identification (ID) Cards do not expire. Unfortunately, some participants have recently called MHLA Member Services to report that their Medical Home Clinic told them that they will get a new ID Card when they renew their MHLA coverage, even if they are not changing medical homes.

This is not accurate. We want to be sure that we all give the MHLA participants the correct information about their ID Cards.

### Pharmacy Phase II and New ID Cards

New ID Cards will be sent to all MHLA participants once their clinic joins Pharmacy Phase 2. These new and updated MHLA ID Cards have essential pharmacy information which is needed for the participant to access the Ventegra retail pharmacy network.

MHLA participants belonging to clinics who are still operating in Pharmacy Phase 1 do not need new cards at this time.

### Renewals and ID Cards

MHLA participants who renew their coverage will not be sent a new ID Card, unless they change medical homes during their renewal. If one of your patients renews their coverage but does not change medical homes during their renewal, please let them know that they will not be receiving a new ID Card.

### Lost or Stolen MHLA ID Cards

If a participant has lost their MHLA ID Card, have them call MHLA Member Services at 1 (844) 744-6452. We can order them a new one right away. It's free to replace it. The participant should call us as soon as possible because it takes a few weeks to get the card to them. **Remember, tell your participants to keep their MHLA ID Cards with them at all times!**

